to make them effective and deterrent; and

(c) if so, by when the guidelines would be amended and if not, the reasons therefore?

THE MINISTER OF PETROLEUM AND NATURAL GAS (SHRI B. SHANKARANAND): (a) They are effective enough.

(b) and (c) Do not arise.

Development of Tourism in Assam

1018. SHRIMATI BIJOYA CHAKRAVARTY: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) what is the total amount earmarked for the development of tourism in Assam for the year 1990-91; and

(b) what are the new schemes proposed by Government for the development of tourism in Assam?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) Rs. 22.67 lakhs was sanctioned for tourism development in Assam during 1990-91.

(b) The Government of Assam have proposed wayside amenities at five locations, development of tourist facilities at Garam Pani, a Yatri Niwas, a restaurant, purchase of water sports equipment and a luxury cruise vessel during 1991-92.

Conversion of Guwahati Airport into an International Airport

1019. SHRIMATI BIJOYA CHAKRAVARTY: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the Government propose to convert Guwahati airport into an international Airport in view of its importance in the North Eastern Region; and

(b) if so, what are the details in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) No, Sir.

(b) Does not arise.

Senior Scales to Assistants and Stenographers in the Department of Tourism

1020. SHRI N. E. BALARAM: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether it is a fact that the senior stenographers having the prerevised scale of Rs. 425—700 in Department of Tourism and other organisations outside the Central Secretariat Service, have been allowed by the Government the new revised scale of Rs. 1640—2900 w.e.f. 1st January, 1986 instead of Rs. 1400—2600 as recommended by the Fourth Pay Commission;

(b) if so, what has been the justification therefor and the total number of such employees in the Stenographers and Assistants cadres; and

(c) what are the prescribed norms, qualifications, channels of promotions, minimum length of service in a particular grade prescribed for stenographers and assistants of the Department of Tourism after the grant of higher scales of Rs. 1640—2900 and Rs. 2000—3200 for considering them for promotion to higher post in the Department.

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) Yes, Sir.

(b) Revised scales of pay have been given in accordance with the instructions laid down by the Ministry of Personnel, Public Grievances and Pensions. The number of Assistants are 20 and Senior Stenographers 10.

(c) The Details are given in the statement.

Statement

(i) Senior Personal Assistant Rs. 2000—3200	100% by promotion	*Promotion* Senior Stenographers with 8 years regular service in the grade.
(ii) Assistant Director (Administration) Rs. 2000—3500	(a) 60% of the promotion quota	*Promotion* (a) Assistants with 8 years regular service in the grade.
	(b) 40% of the promotion quota	(b) *Senior Stenographers* with 8 years regular service in the grade including service, if any, rendered in the grade of Senior Personal Assistant.

Facilities to Air Passengers

1021. SHRIMATI VEENA VERMA:
SHRI KAPIL VERMA:
CHOWDHARY RAM SEWAK:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government propose to provide any new facilities and amenities to the passengers and remove their grievances about lack of punctuality, quality of food and bad behaviour of staff, etc; and

(b) if so, the details thereof?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) and (b) A statement is attached.

Statement

Government have instructed both Indian Airlines and Air India to review the entire gamut of the relationship with the passengers from the time a passenger proposes to buy an air ticket till he completes his journey in order to remove the difficulties and irritants faced by him. Government have also instructed them to pay foremost attention to customer satisfaction, on-time performance and better utilisation of the fleet. The need for bringing about a major attitudinal change in the employees — that the customer is always right — has also been emphasised.

2. The on-time performance and the fleet utilisation of the airlines are being closely monitored. Information about flight status and delays will be promptly conveyed to the passengers through automatic telephone answering systems (including three digit system) as well as the teletext service of Doordarshan. Steps have also been taken to improve the quality and variety of food served on flights. The Airport Authorities have also been instructed to improve and enhance the various facilities provided to passengers at the airports.

Ban on Air Conditioners by DESU

1022. SHRI KAPIL VERMA:
SHRIMATI VEENA VERMA:
CHOWDHARY RAM SEWAK:

Will the Minister of POWER AND NON-CONVENTIONAL ENERGY